

### PRIVACY & DATA PROTECTION POLICY

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AmAble CN Pty Ltd, (“AmAble”) is committed to providing high quality person-centred services to its clients. This policy outlines our ongoing obligations to our clients, staff, and contractors, in respect to how we manage personal Information. It tells you the kinds of personal information we collect and hold and how we manage that information.

AmAble will meet its legal and ethical requirements as an employer and service provider, complying with the Commonwealth Privacy Act, Victorian Health Records Act, Disability Act, and other relevant laws and contractual arrangements.

The Managing Director is responsible for ensuring all representatives of AmAble understand their obligations with respect to maintaining client privacy.

All employees, volunteers and contractors are responsible for ensuring their practices adhere to this policy and protect client privacy.

This policy applies to management, staff, volunteers, and contractors who may have access to information that is confidential.

### OUR PERSONAL INFORMATION HANDLING PRACTICES

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We collect and hold information which is reasonably necessary for us to carry out our role and provide our services. The kinds of information we collect, and hold include (but not limited to),

- Health information
- Names
- Mailing and street addresses
- Email addresses, telephone numbers and social media identifiers.
- Age and birth date
- Lifestyle factors such as cultural backgrounds
- Individual goals and plans
- Banking details
- Profession, occupation, or job title
- Internet cookies about your experience on web site or intranet
- NDIS Plans
- Medicare and health care information

### HOW DO WE COLLECT INFORMATION?

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We may collect personal information from you:

- During conversations with you about our functions and services
- When you apply for, or participate in one of our services, (eg: intake/referral forms)
- Through your access to, and use of our website

Unless it is unreasonable or impracticable, we will collect your personal information directly from you and seek your consent to use and disclose it for our primary purpose.

When it is unreasonable or impracticable to obtain your consent, we may collect your personal information from someone else such as:

- An authorised or responsible person such as a family member, carer, or guardian,
- Other organisations, government agencies or law enforcement bodies that we engage with regarding our functions and services in relation to you.

We may collect your personal information without your consent in other cases such as where;

- We believe it will lessen or prevent a serious threat to a person’s life, health, or safety,
- We suspect that unlawful activity or serious misconduct has occurred in relation to our functions and services,
- We believe it is necessary for law proceedings in a court or tribunal.

### HOW DO WE COLLECT SENSITIVE INFORMATION?

'Sensitive information' is a type of personal information which includes, racial and ethnic information, religious beliefs, sexual preferences and health information.

Health information includes;

- Mental Health
- Disabilities
- Health conditions, preferences, and health services
- Genetics and biometric information.

In general, we will not collect your sensitive information unless you have consented and the information is reasonably necessary for, or directly related to our functions and the service we provide to you. However, we may collect your sensitive information without your consent where we provide you with a health service or where we have regular contact with you in relation to our functions and services provided.

### HOW WE HANDLE YOUR PERSONAL INFORMATION

AmAble provides information and training to ensure all management, staff, contractors and volunteers understand this policy and legal obligations.

AmAble is required from time to time to provide funding bodies and government organisations with information and participate in program audits. In these circumstances we will gain your consent prior to any information being shared. This excludes our obligations as a mandatory reporter where we may be required to provide information to government agencies or by way of a subpoena.

Management, staff, contractors, or volunteers must not publish, disclose to any person information provided to them in the course of their work that is likely to lead to the identification of a client or client issues, except with the consent of the client.

Management, staff, contractors, or volunteers must not make copies of any confidential information for any other reason other than those essential to and directly related to their position and responsibilities with AmAble.

Management, staff, contractors or volunteers must not use any personal information which they have acquired in relation to the activities of AmAble, for their own interests or the interests or purposes not associated with AmAble.

Management, staff, contractors or volunteers are to ensure there are no documents that can be viewed when a staff member is not at the desk. All devices are to have locked screens and be password protected. Screens are to be facing away from public view and documents are not to be read in public places.

Taking confidential information outside the office/work environment is impermissible unless approval has been provided by the Managing Director. If confidential information is taken out of the office /work environment, it is to be kept out of view and secured. If travelling in a vehicle, the information is to be stored in a boot if possible, out of public view and vehicle locked.

Where staff access client files via AmAble's approved rostering software over computer, tablet, or smart phone, that device must be restricted with password protection, preventing any party accessing the software or mobile application.

All client records will be kept securely and updated, archived and destroyed in accordance with the privacy law requirements in relation to the specific type of records kept.

Physical files containing any personal information will be stored in a locked cabinet which can only be unlocked by staff with limited staff who have clearance to do so.

AmAble uses encrypted, digital client record management software that meets privacy and data protection requirements. Our digital programs are password protected and can only be accessed by staff who require to use the program to carry out their functions.

Details relating to a client's behaviour, health status, disability or any incidents relating to the client, can only be discussed with those people needing to know to provide appropriate support and care, or for external auditing purposes.

AmAble will only obtain and release information to nominated persons, organisations or agencies specified on the signed 'Authority to Release or Obtain Information' form. This excludes information relating to our mandatory reporting obligations or when subpoenaed

AmAble will not share, sell, rent, or disclose your personal information other than that prescribed in this policy.

### HOW CAN YOU ACCESS OR CORRECT YOUR INFORMATION?

You may access your personal information held by us on request, however if one of the grounds allowed under the Act for refusing access exists, we may not allow access.

If you advise us that personal information, we hold about you is incorrect, incomplete inaccurate or irrelevant, we will amend it unless one of the grounds for refusal allowed under the Act exists.

### DATA BREACHES


Any breach of confidentiality will be investigated by AmAble and relevant action taken in accordance with our policies and disciplinary procedures.


Clients have the right to complain if they have any concerns about privacy and confidentiality.

### HOW TO MAKE A COMPLAINT


If you believe your privacy has been breached, you may make a complaint in accordance with our complaints policy, either by

 **03 5201 9093**

 **IN PERSON:**  
309 Torquay Road  
Grovedale VIC 3216

 **WRITE TO US:**  
PO BOX 803  
Belmont VIC 3216

 [info@amablecn.com.au](mailto:info@amablecn.com.au)

 [www.amablecn.com.au](http://www.amablecn.com.au)

 [facebook.com/amablecn](https://facebook.com/amablecn)

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